

September 11, 2007

Los Angeles County **Board of Supervisors**

> Gloria Molina First District

TO:

Each Supervisor

Yvonne B. Burke Second District

FROM:

Bruce A. Chernof, M.D.

Zev Yaroslavsky Third District

SUBJECT:

Director and Chief Medical Officer

Don Knabe Fourth District

NURSING STRATEGIC PLAN AND RECRUITMENT AND RETENTION UPDATE APRIL 1, 2007 - JUNE 30.

2007

Michael D. Antonovich Fifth District

Bruce A. Chernof, MD Director and Chief Medical Officer

Attached for your review is a quarterly update on the progress of the strategic plan initiatives as well as a report on nurse recruitment and retention for the period of April 1, 2007 through June 30, 2007.

John R. Cochran III Chief Deputy Director

Nursing Strategic Plan Update

Robert G. Splawn, MD Senior Medical Director

Recruitment

313 N. Figueroa Street Rm. 912 Los Angeles, CA 90012

> Tel: (213) 240-8101 Fax: (213) 481-0503

> > www.ladhs.org

Recruitment statistics, as reflected in Attachments I & II, demonstrate that through our recruitment efforts, Department of Health Services (DHS) recruitment of new Registered Nurse (RN) graduates from California Community Colleges and International nursing schools continues to increase.

II. Registry Reduction Plan

The Office of Nursing Affairs (ONA) is continuing its aggressive strategy in reducing registry expenses. Certified Nursing Attendant (CNA) hiring and Registered Nurse (RN) hiring continues with 87 CNA's and 125 RN's hired during the second quarter (see Attachment III).

III. Centralized Database

All recruitment and retention statistics are being tracked and trended using a centralized database. The information provided by the facility nurse recruiters includes:

- Number of new hires and terminations (see Attachment III & IV)
- Reasons for declining employment (see Attachment V)
- Reasons for terminations (see Attachment VI)

To improve health through leadership, service and education.



III. Centralized Database (cont'd)

A database has been established to track return on investment (ROI) from job fairs, advertising venues, etc. The information provided by the facility nurse recruiters includes:

- RN Recruitment from Nursing Schools (see Attachment I)
- RN Hiring Sources (see Attachment II)

IV. Retention

A standardized exit interview format has been developed. It will be utilized by all facility nurse recruiters to track results of exit interviews. Results of exit interviews will be shared with facilities and an action plan will be developed to respond to issues identified during interviews.

National Nurses Week was celebrated county-wide May 6-12, 2007. The dedicated nurses working for DHS were recognized through a variety of week long festivities hosted by the ONA and facility nurse recruiters. Seventeen (17) outstanding nurses representing their respective departments were presented with scrolls from the Board of Supervisors. The ONA hosted a Continuing Education Conference at the California Endowment for County nurses to network and gain current information. Two sessions were held and 238 nurses participated in the conference.

V. Registry Utilization

The goal of the Department is to reduce reliance on registry nurses. Registry Utilization is tracked and trended by facility. There has been a downward trend on use of registry nurses, except for Rancho. Registry nurses were utilized to supplement staffing in response to increased patient volume and unfilled vacancies (see Attachment IX).

Nurse Recruitment and Retention Programs

Employee Referral Award Program (ERAP): This recruitment and retention program enhances recruitment of hard-to-fill licensed RN positions. This program awards current DHS employees for referring RN's to work for DHS. If a referred RN is hired, the referring DHS employee can receive up to \$1,000. During this reporting period, the ONA received 86 referrals and a total of 19 applicants were hired. From January 1, 2007 to June 30, 2007, there have been a total of 142 referral award applications received and 39 of those have been hired to date.

Tuition Reimbursement (TR): This retention program continues to be an effective method of providing financial assistance to DHS employees pursuing a nursing education. This program is now centralized under the ONA, which has shortened the time it takes to receive reimbursement from several months to an average of 30 days or less. From April 1, 2007 to June 30, 2007, a total of \$62,413.00 in TR has been distributed to DHS employees. From January 1, 2007 to June 30, 2007, a total of \$159,516.25 in TR has been distributed to DHS employees.

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Relocation Incentive Program (RIP): This recruitment strategy provides financial assistance to RNs who relocate from at least 200 miles outside of Los Angeles County and work for DHS for a minimum of one year. Two (2) new hires received the Relocation Incentive monetary award during this reporting period.

<u>Tutoring and Mentoring Programs at East Los Angeles Community College, Glendale Community College, and Los Angeles Valley College:</u>

Efforts to establish visibility and a presence at the three (3) nursing schools involved in the Tutoring and Mentoring programs have continued. The goal is to increase employment of the student nurses and graduates at DHS facilities. ONA staff and faculty from the three nursing schools have been hosting recruitment activities to assist in nursing recruitment efforts prior to upcoming graduations.

East Los Angeles Community College (ELAC) School of Nursing

- All students received DHS Tutoring and Mentoring Program services
- Six (6) ELAC graduates were hired as staff nurses/interim permittees for DHS
- 85.14% of the graduates passed National Council Licensure Examination (NCLEX)
- From January 1, 2007, through June 30, 2007, a total of 13 students were hired.

Glendale Community College (GCC) School of Nursing

- All students received DHS Tutoring and Mentoring Program services
- Four (4) GCC graduates were hired as staff nurses/interim permittees for DHS
- 87.72% of the graduates passed NCLEX
- From January 1, 2007, through June 30, 2007, a total of eight (8) students were hired.

Los Angeles Valley College (LAVC) School of Nursing

- All students received DHS Tutoring and Mentoring Program services
- Three (3) LAVC graduates were hired as staff nurses/interim permittees for DHS
- 77.55% of the graduates passed NCLEX
- From January 1; 2007, through June 30, 2007, a total of six (6) students were hired.

Compton Community College (CCC)

• During this quarter, the ONA began the process of establishing a Tutoring and Mentoring program in the Second District to address the nursing shortage in the County system. The ONA met with the nursing faculty at CCC. The meeting explored strategies to provide academic and clinical training to prepare nursing students for professional licensure and for consideration of employment at County facilities.

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College of Nursing and Allied Health (CONAH)

Recruitment at the CONAH continued with the goal of increasing employment of student nurses and retention of the graduates at DHS facilities.

The following recruitment strategies at the CONAH were provided during this quarter:

- Nurse Intern Program
- Resume Writing Presentations
- Recruitment Table at CONAH
- Hosted Open House

CONAH hiring statistics during this reporting period:

- 18 CONAH graduates were hired as staff nurses/interim permittees for DHS
- Five (5) CONAH nursing students were hired as student nurse workers for DHS
- 83.96% of the graduates passed NCLEX From January 1, 2007 through June 30, 2007, a total of 44 students were hired. This represents a 10% increase as compared to the first quarter.

If you have any questions or need additional information, please let me know.

BAC:lq 501:010

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Nursing Officer/Director of Nursing

ATTACHMENTS

Attachment I - Registered Nurse Recruitment from Nursing

Schools

Attachment II - Registered Nurse Hiring Sources

Attachment III - Facility-Wide Nursing Recruitment and

Retention Report

Attachment IV - New Hires and Terminations

Attachment V - Reasons RN Candidates Decline Employment

Attachment VI - Reasons for Terminations

Attachment VII - Fiscal Year 2006-2007 New Hires/Terminations

Department of Health Services/Per Facility

Attachment VIII - Fiscal Year(s) 2005-2006 & 2006-2007 New

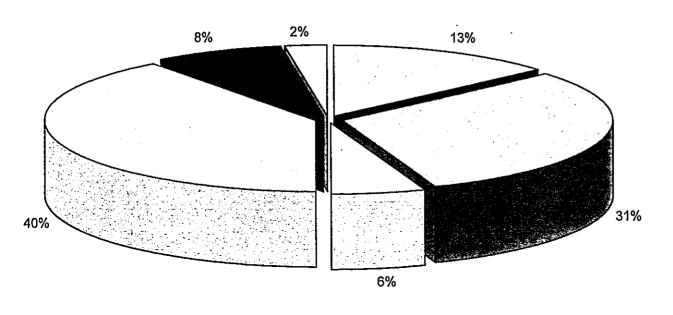
Hires/Terminations Department of Health

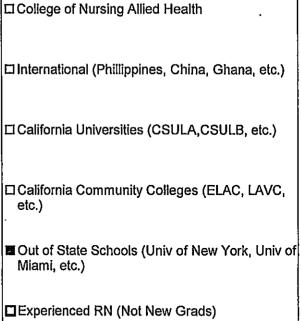
Services/Per Facility

Attachment IX - Fiscal Year 2006-2007 Registry Nurse Expenses

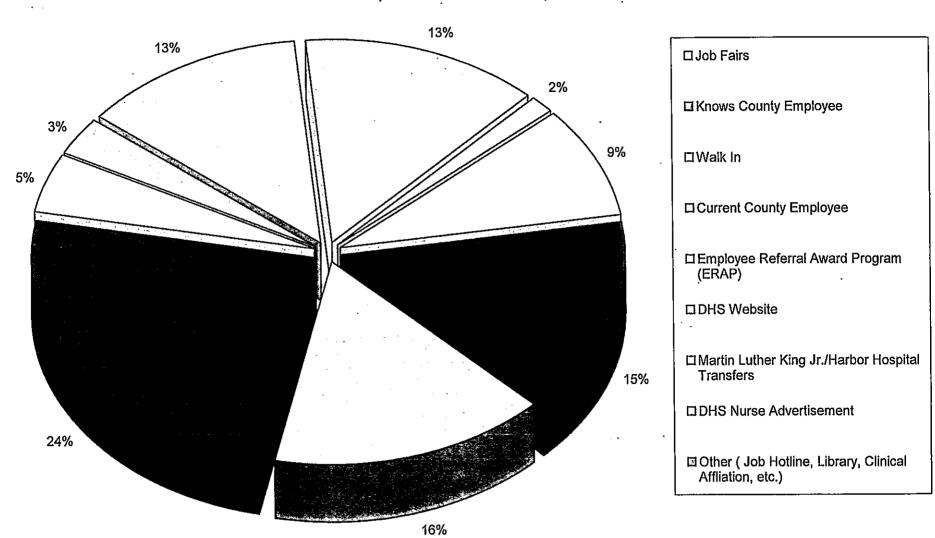
and Hours Per Facility

LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES OFFICE OF NURSING AFFAIRS REGISTERED NURSE RECRUITMENT FROM NURSING SCHOOLS SECOND QUARTER REPORT APRIL 1, 2007 THROUGH JUNE 30, 2007





LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES OFFICE OF NURSING AFFAIRS REGISTERED NURSE HIRING SOURCES SECOND QUARTER REPORT APRIL 1, 2007 THROUGH JUNE 30, 2007







LOS ANGELES COUNTY - DEPATMENT OF HEALTH SERVICES OFFICE OF NURSING AFFAIRS FACILITY-WIDE NURSING RECRUITMENT AND RETENTION REPORT APRIL 1, 2007 THROUGH JUNE 30, 2007

	REGISTERED NURSE	LICENSED VOCATIONAL NURSE	NURSING ATTENDANT	STUDENT NURSE WORKER SR. STUDENT NURSE WORKER
New Hires	125	25	87	50
Terminations	63	15	18	10
Net gain	62	10	69	40

DEPARTMENT OF HEALTH SERVICES Registered Nurse Second Quarter Report April 1, 2007 through June 30, 2007 New Hires and Terminations

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Year to Date
Deparment of Health Services	Incomings	37	28	44	58	36	31							234
(All Dept #s)	Terminations	17	8	26	17	23	23							114
High Desert Healthcare System (Dept 130)	Incomings	0	0	1	0	0	0							1
(Dept 100)	Terminations	0	0	0	0	1	1							2
LAC+USC Healthcare Network	Incomings	11	14	28	28	17	14			<u> </u>				112
(Dept 160)	Terminations	8	3	7	5	5	5	j						33
Harbor/UCLA Medical Center	Incomings	11	4	3	15	6	9	·				ŀ		48
(Dept 200)	Terminations	4	0	9	5	9	3				i			30
MLK-Harbor Hospital	1	· 	T	T	r		T _	1	1	1	I · ·		1	· T
(Dept 225)	Incomings Terminations	2	3	6	5 0	3	7						l .	12 21
			1					•						
ValleyCare Olive View/UCLA Medical Center	Incomings	10	8	10	8	6	6							48
(Dept 240)	Terminations	3	1	4	4	4	3			<u> </u>				19
Rancho Los Amigos National	<u></u>			<u> </u>		 	T .	Ι	T T	<u> </u>	I			13
Rehabilitation Center (Dept 260)	Incomings Terminations	0	1	0	3	1	4							9

April 07 - June 07 Data Source: Nurse Recruiter Centralized Data Base

(BA501-010 2nd Quarter 2007)

DEPARTMENT OF HEALTH SERVICES Office of Nursing Affairs Second Quarter Report

April 1, 2007 through June 30, 2007

Reason RN Candidates Decline Employment

RE	ASON CANDIDATE DECLINED EMPLOYMENT	HARBOR/UCLA MEDICAL CENTER	LAC+USC HEALTHCARE NETWORK	RANCHO LOS AMIGOS NAT'L REHAB CTR	OLIVE VIEW MEDICAL CENTER	HIGH DESSERT HEALTH SYSTEMS	MLK-HARBOR HOSPITAL	TOTAL
	A company of the second constitution in the	2	0	0	1	0	0	3
-	Accepted another job						0	3
	Did not respond to calls	0	0	0	3	0		
3	Did not respond to letter	0	0	0	0	0	0	0
4	Did not show - no reason given	0	0	0	0	0	2	2
5	Distance .	0	0	0	0	0	0	0
6	Negative publicity\Professional risk	0	0	0	0	0	0	0
7	Not interested in full-time perm position	0	. 0	0	1	0	0	11
8	Not interested in shift offered	2	0	0	0	0	0	2
9	Not interested in specialty area offered	0	0	0	0	0	1	1
10	Not interested in work assignment	0	0	0	0	0	0	0
11	Personal reasons	3	1	0	3	0	2	9
12	Prefers a higher position	0	0	0	0	0	0	0
13	Prefers another DHS department	0	0	0	0	0	0	0
14	Salary too low	2	0	1	0	11	0	4
15	Unable to attend new hire orientation	1	0	0	0	0	0	1
16	Unable to clear pre-employment physical	0	1	0	0	0	0	1
	No reason given	0	11	0	0	0	0	11
	TOTAL	10	3	1	8	_1	5	28

na = Information not available at time report completed.

This data includes results from employment/job offers made to candidates after placement interviews were conducted. Also, includes results from canvasing letters mailed to candidates on eligible lists.

(BA501-010 2nd Qtr 2007)

DEPARTMENT OF HEALTH SERVICES Registered Nurse Second Quarter Report April 1, 2007 through June 30, 2007 Reasons for Terminations

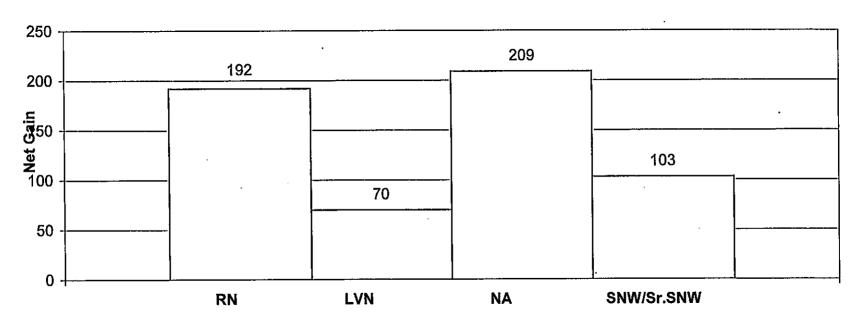
Department Number - Facility or Program	Deceased	Discharged	Failed Medical Exam	Health	Moved	Non County Employ- ment	Olher	Personal		Recurrent Release	Released Temp	Retirement	Return to School	Working Condition	Transfer	TOTAL
130 -	_			· _			<u> </u>			_						
High Desert Healthcare System	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	2
160 - LAC+USC Healthcare Network	O	o	1 1	0	1	9	1	1	0	٥	0	2.	0·	٥	ا ه	15
200 - Harbor/UCLA Medical Center	0	0	0	0	3	7	2	1	0	0	0	3	1	0	0	17
225 - MLK-Harbor Hospital	0	0	0		1	 5	0	0	0	0	0	3	1	0	0	10
240 - ValleyCare Olive Vlew/UCLA Medical		,														
Center 260 -	0		0	<u> </u>	0	8	1	0	0	0	0	1	0	0	0	11
Rancho Los Amigos Nat'l Rehab																
Center	0	0	0	0	1	4	1	1	0	0	0	11	0	0	0	8
TOTAL	0	1	1	0	6	34	5	3	0	0	0	11	2	0	0	63





Fiscal Year 2006 - 2007 New Hires / Terminations

Department of Health Services



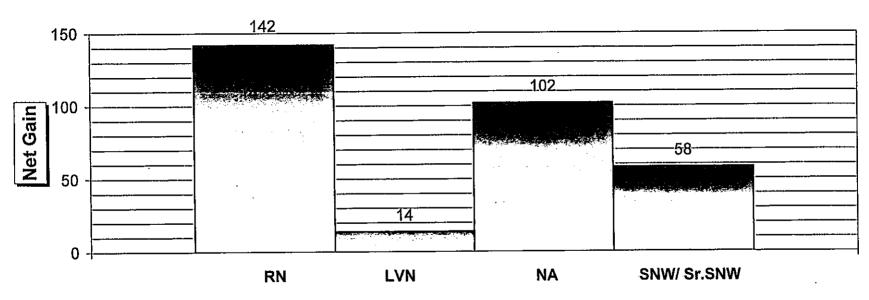
	Fiscal Year 2006-2007								
	RN	LVN	NA	SNW/Sr.SNW	Total				
New Hires	488	141	301	160	1090				
Terminations	296	71	92	57	516				
Net Gain / (Loss)	192	70	209	103	574				





Fiscal Year 2006 - 2007 New Hires / Terminations

LAC-FUSC Healtheare Network



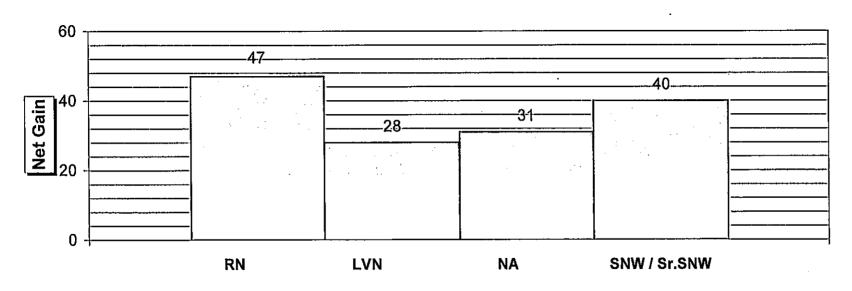
Ţ	Fiscal Year 2006-2007								
Ī	RN	LVN	NA	SNW/Sr.SNW	Total				
New Hires	214	24	118	64	420				
Terminations	72	10	16	6	104				
Net Gain / (Loss)	142	14	102	58	316				





Fiscal Year 2006 - 2007 New Hires / Terminations

Harbor - UCLA Medical Center



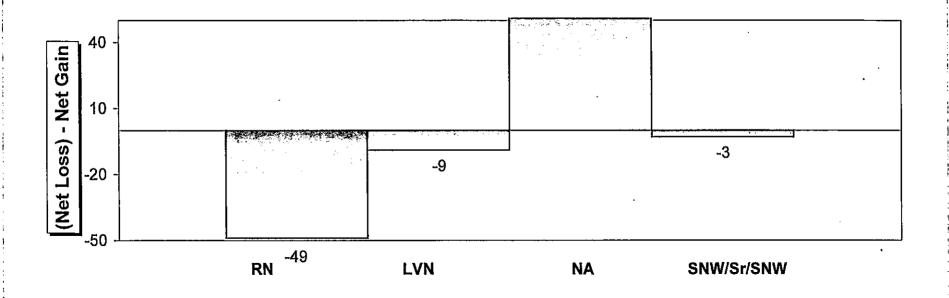
	Fiscal Year 2006-2007									
RN LVN NA SNW/Sr.SNW										
New Hires	110	51	51	55	267					
Terminations	63	23	20	. 15	121					
Net Gain / (Loss)	47	28	31	40	146					





Fiscal Year 2006 - 2007 New Hires / Terminations

Marin Luider King It. - Harbor Hospital



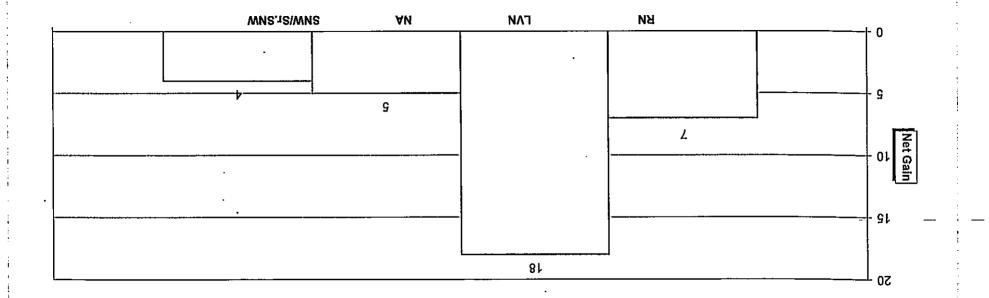
		Fiscal Year 2006-2007									
	RN	Total									
New Hires	31	6	79	4	120						
Terminations	80	15	26	7	128						
Net Gain / (Loss)	-49	-9	53	-3	-8						





Fiscal Year 2006 - 2007 New Hires / Terminations

Rancho Los Amigos Usuonsi Renalinadion Genter



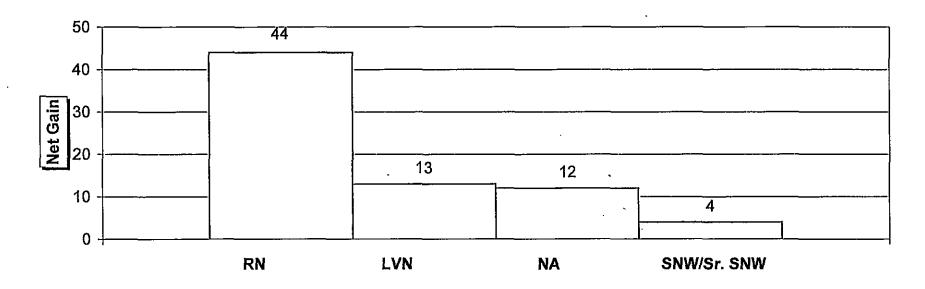
34	Þ	ç	81	L	Net Gain / (Loss)
09	21	.01	01	61	Terminations
76	52	91	28	56	New Hires
Total	SWW/Sr.SWW	ΑN	ГЛИ	ИЯ	
	Z00Z-900	ıl Year 2	sosi7		





Fiscal Year 2006 - 2007 New Hires / Terminations

Valleyeare Office View- UELA Medical Center



	Fiscal Year 2006-2007								
	RN	LVN	NA	SNW/Sr. SNW	Total				
New Hires	100	23	29	12	164				
Terminations	56	10	17	8	91				
Net Gain / (Loss)	44	13	12	4	73				

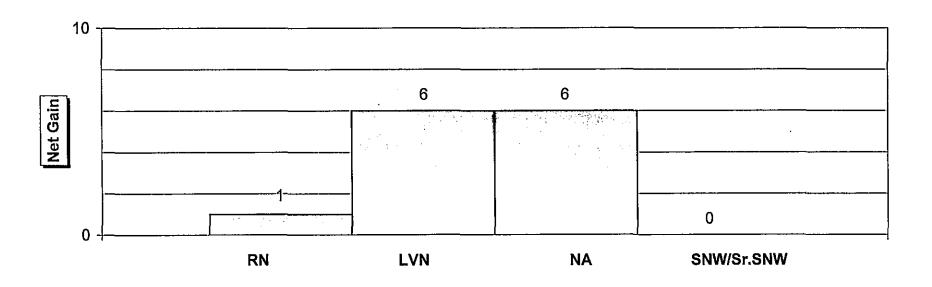






Fiscal Year 2006 - 2007 New Hires / Terminations

High Desert Health System



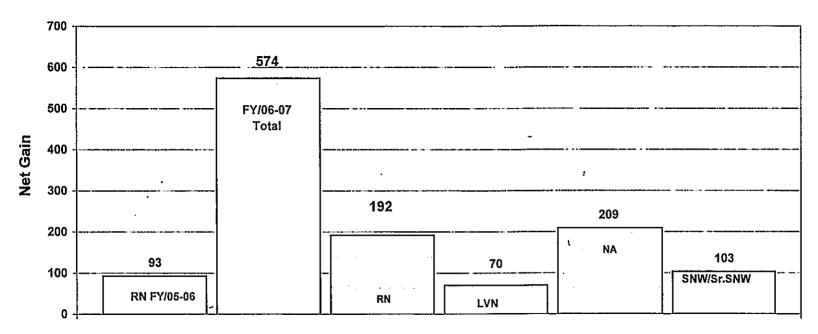
		Fiscal Year 2006-2007								
	RN	LVN	NA	SNW/Sr.SNW	Total					
New Hires	7	9	9	0	25					
Terminations	6	3	3	0	12					
Net Gain / (Loss)	1	6	6	0	13					



County of Los Angeles Department of Health Services Office of Nursing Affairs Comparison of Fiscal Year(s) 2005-2006 & 2006-2007 New Hires and Terminations



Department of Health Services



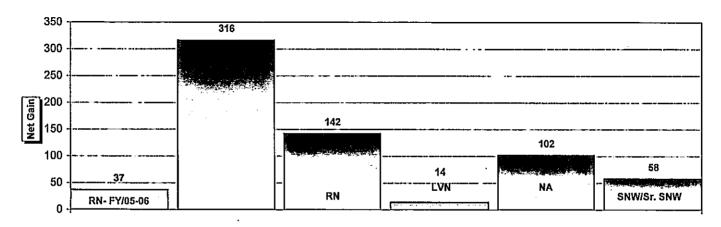
	Fiscal Yea	r 2005-2006	Fiscal Year 2006-2007						
	RN	Total	RN	LVN	NA	SNW/Sr.SNW	Total		
New Hires	652	652	488	141	301	160	1090		
Terminations	559	559	296	71	92	57	516		
Net Gain / (Loss)	93	93	192	70	209	103	574		



County of Los Angeles Department of Health Services Office of Nursing Affairs Comparison Fiscal Year(s) 2005-2006 & 2006-2007 New Hires/Terminations



LAC-USC Healthcare Network



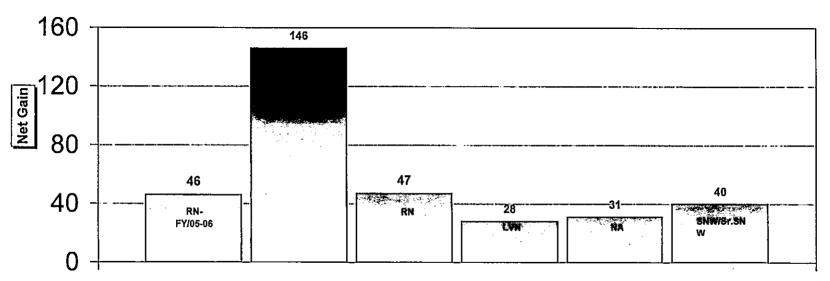
	Fiscal Year	2005-2006		Fis	cal Year 2006-2	007	
	RN	Total	RN	LVN	NA	SNW/Sr.SNW	Total
New Hires	270	270	214	24	118	64	420
Terminations	233	233	72	10	16	6	104
Net Gain/ (Loss	37	37	142	14	102	58	316



County of Los Angeles Department of Health Services Office of Nursing Affairs Comparison of Fiscal Year(s) 2005 - 2006 & 2006-2007 New Hires / Terminations



Harbor - UCLA Modical Center



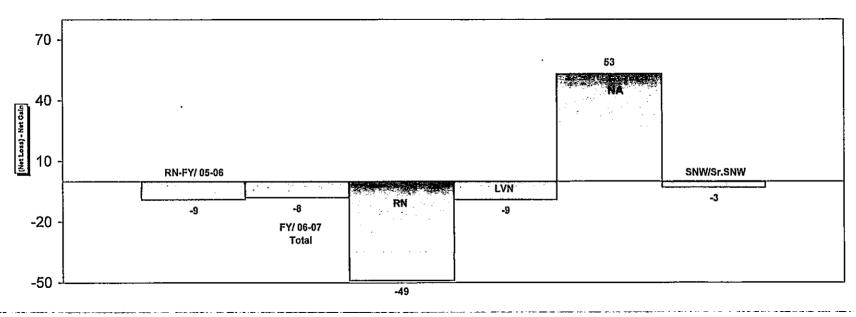
	Fiscal Year 2	2005-2006		Fisc	al Year 200	6-2007	
	RN	Total	RN	LVN	NA	SNW/Sr.SNW	Total
New Hires	173	173	110	51	51	55	267
Terminations	127	127	63	23	20	15	121
Net Gain / (Loss	46	46	47	28	31	40	146



County of Los Angeles Department of Health Services Office of Nursing Affairs Comparison of Fiscal Year(s) 2005-2006 & 2006-2007 New Hires / Terminations



Martin Luthor King Jr. - Marbor Mospital



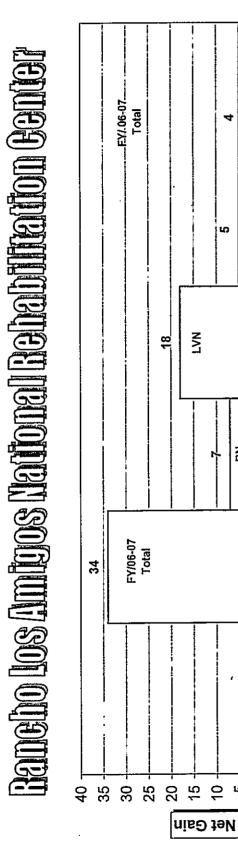
	Fiscal Year 20	05-2006		Fi	scal Year 20	006-2007	•
	RN	Total	RN	LVN	NA	SNW/Sr.SNW	Total
New Hires	81	81	31	6	79	4	120
Terminations	90	90	80	15	26	7	128
Net Gain / (Loss)	-9	-9	-49	-9	53	-3	-8



Comparison of Fiscal Year(s) 2005-2006 & 2006-2007 Department of Health Services Office of Nursing Affairs County of Los Angeles



New Hires / Terminations



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SNW/Sr.SNW

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	Fiscal Year 2005-2006	2005-2006		Fisc	Fiscal Year 2006-2007	06-2007	
	RN	Total	RN	LVN	NA	SNW/Sr.SNW	Total
New Hires	29	29	26	28	15	25	94
Terminations	38	38	19	10	10	21	90
Net Gain / (Loss)	6-	6-	7	18	2	4	34

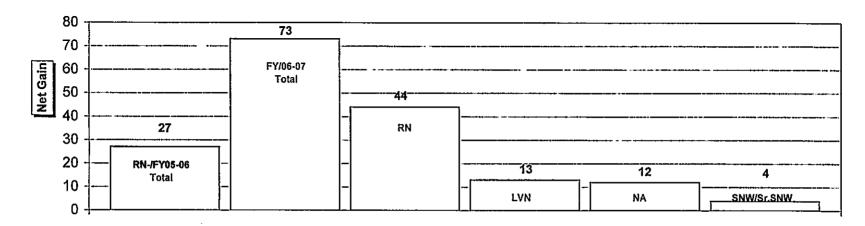
	Fiscal Year 2005-2006	2005-2006		Fisc	Fiscal Year 2006-2007	06-2007	
	RN	Total	RN	LVN	AN	SNW/Sr.SNW	Total
New Hires	29	29	26	28	15	25	94
Terminations	38	38	19	10	10	21	60
Net Gain / (Loss)	6-	6-		18	5	4	34





Comparison of Fiscal Year(s) 2005 - 2006 & 2006-2007 New Hires / Terminations

ValleyCare Olive View- UCLA Medical Center



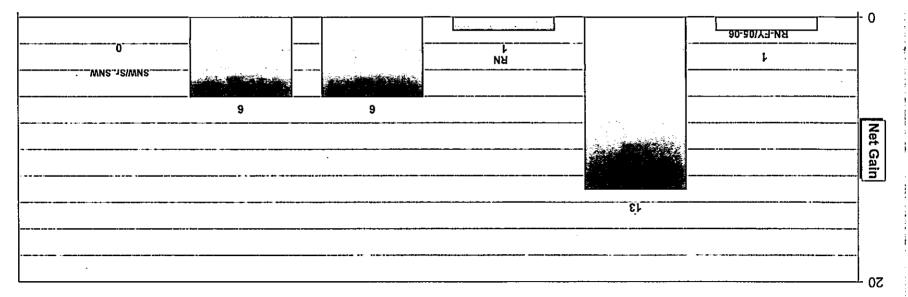
	Fiscal Year 2	005-2006		Fi	scal Year	2006-2007	
	RN	Total	RN	LVN	NA	SNW/Sr. SNW	Total
New Hires	85	85	100	23	29	12	164
Terminations	58	58	56	10	17	8	91
Net Gain / (Loss)	27	27	44	13	12	4	73



County of Los Angeles
Department of Health Services
Offlice of Mursing Affairs
Comparison of Fiscal Year(s) 2005-2006 & 2006-2007
New Hires / Terminations



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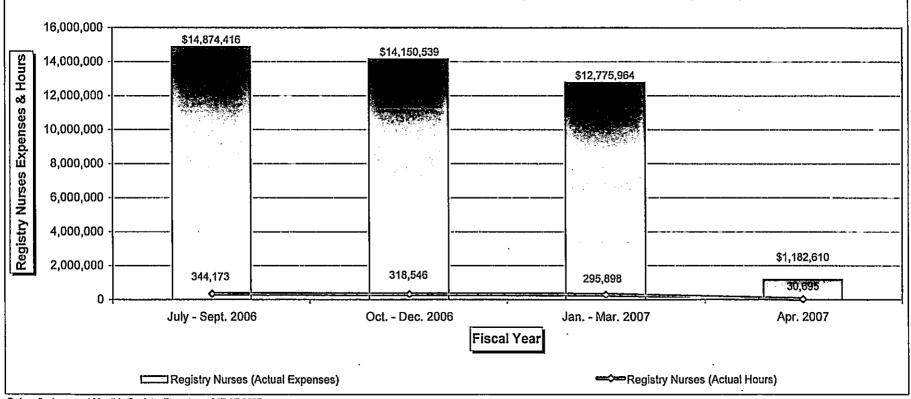
Net Gain / (Loss)	Į.	į.	I I	9	9	0	£1
Zerminations T	13	El	9	ε	ε	0	12
New Hires	۲L	ひ し	7	6	6	0	52
	ВИ	Total	ИЯ	ГЛИ	ΑN	WNS. SWWS	Total
	Fiscal Year	2006-2006			Fiscal yea	700S-2005 Ju	





Fiscal Year 2006 - 2007 Registry Nurses

LAC 4 USC Healthcare Network



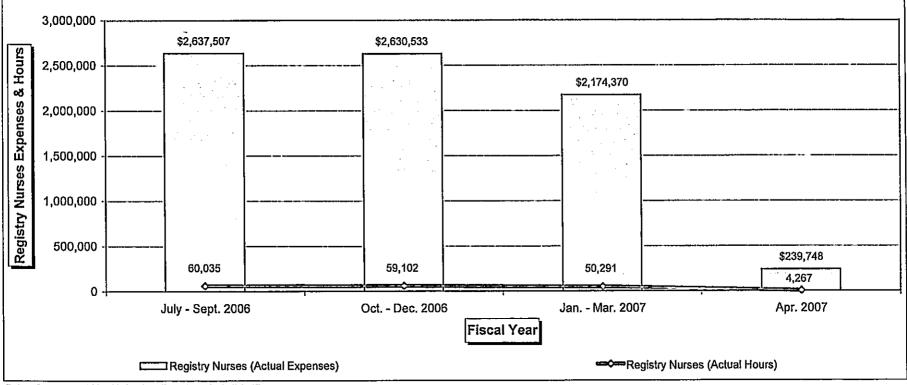
			R 2005 - 2006	
	July - Sept. 2006	Oct Dec. 2006	Jan Mar. 2007	Apr. 2007
Registry Nurses (Actual Expenses) Registry Nurses (Actual Hours)	14,874,416 344,173	14,150,539 318,546	12,775,964 295,898	1,182,610 30,695





Fiscal Year 2006 - 2007 Registry Nurses

Harbor - UCLA Medical Center



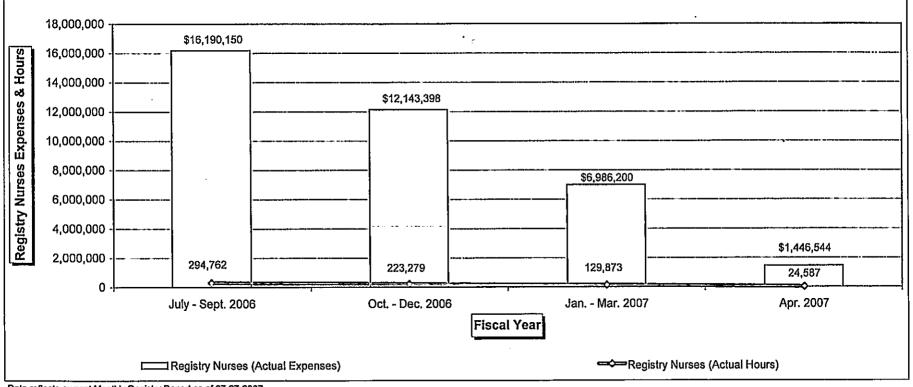
		FISCAL YEA		
	July - Sept. 2006	Oct Dec. 2006	Jan Mar. 2007	Apr. 2007
Registry Nurses (Actual Expenses) Registry Nurses (Actual Hours)	2,637,507 60,035	2,630,533 59,102	2,174,370 50,291	239,748 4,267





Fiscal Year 2006 - 2007 Registry Nurses

Martin Luther King, Jr. - Harbor Hospital



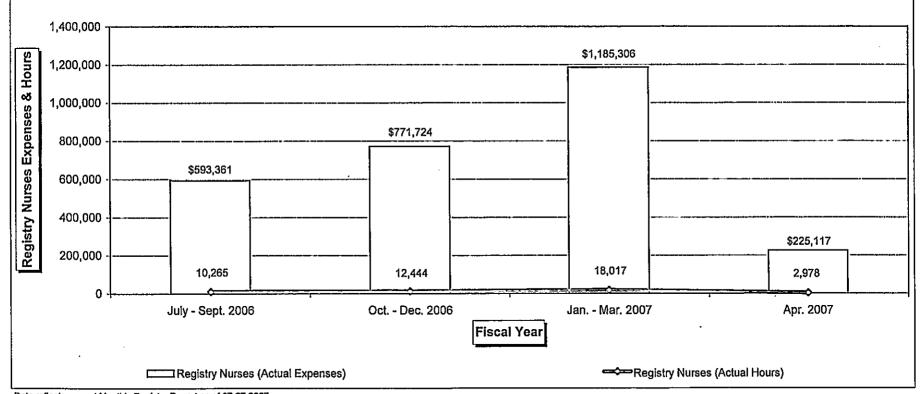
		FISCAL YEA	R 2005 - 2006	
July - Sept. 2006 Oct Dec. 2006 Jan Mar. 2007				
Registry Nurses (Actual Expenses) Registry Nurses (Actual Hours)	16,190,150 294,762	12,143,398 223,279	6,986,200 129,873	1,446,544 24,587





Fiscal Year 2006 - 2007 Registry Nurses

Rancho Los Amigos National Rehabilitation Center



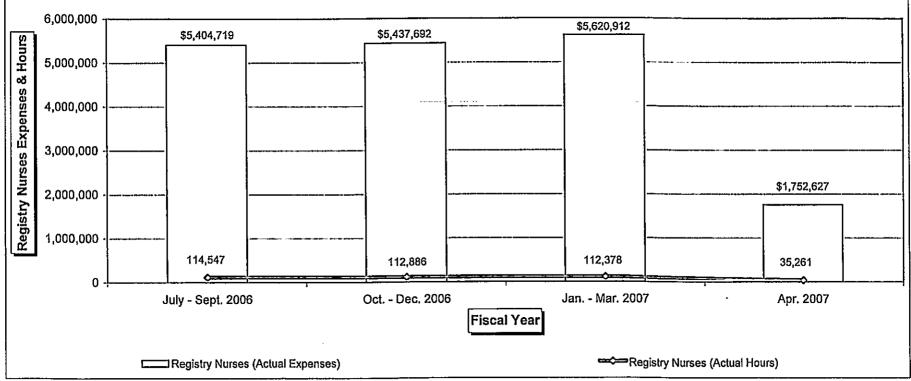
		FISCAL YEA	R 2005 - 2006	
	July - Sept. 2006	Oct Dec. 2006	Jan Mar. 2007	Apr. 2007
Registry Nurses (Actual Expenses) Registry Nurses (Actual Hours)	593,361 10,265	771,724 12,444	1,185,306 18,017	225,117 2,978





Fiscal Year 2006 - 2007 Registry Nurses

ValleyCare Olive View - UCLA Medical Center & Health Centers



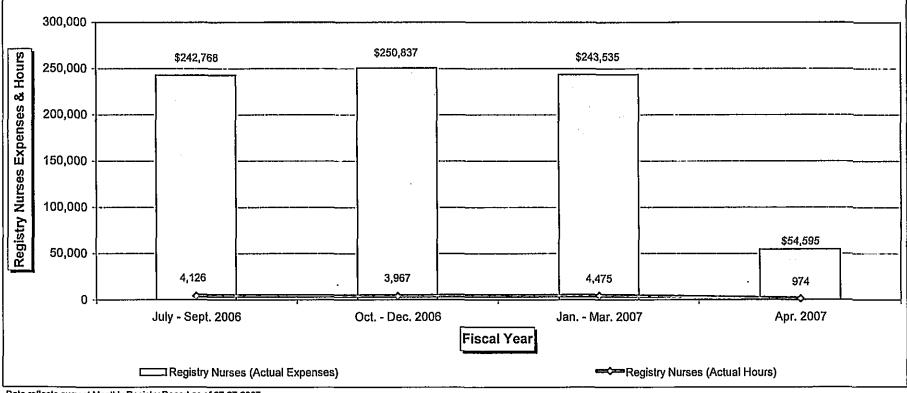
	FISCAL YEAR 2005 - 2006				
	July - Sept. 2006	Oct Dec. 2006	Jan Mar. 2007	Apr. 2007	
Registry Nurses (Actual Expenses) Registry Nurses (Actual Hours)	5,404,719 114,547	5,437,692 112,886	5,620,912 112,378	1,752,627 35,261	





Fiscal Year 2006 - 2007 Registry Nurses

High Desert Health Systems



	FISCAL YEAR 2005 - 2006				
	July - Sept. 2006	Oct Dec. 2006	Jan Mar. 2007	Арг. 2007	
Registry Nurses (Actual Expenses) Registry Nurses (Actual Hours)	242,768 4,126	250,837 3,967	243,535 4,475	54,595 974	





Fiscal Year 2006 - 2007 Registry Nurses

Juvenile Court Health Services

